



> THE FIRST AUTOMATED BOOKING SYSTEM FOR ALL FEDERAL AGENCIES

NORTEL
Government Solutions



Nortel Government Solutions, in collaboration with the Department of Justice (DOJ), built the Joint Automated Booking System (JABS) — a centralized system for automating the collection of fingerprint, photographic and biographic data, submitting this data to the FBI, and sharing it with participating law enforcement agencies nationwide.

Case Study

Department of Justice (DOJ) Joint Automated Booking System (JABS)

The customer

The Department of Justice (DOJ) is the world's largest law office — the central agency for enforcing federal, criminal and civil laws and home to 40 separate Federal agencies. In accordance with Federal mandates, DOJ continually implements e-Government initiatives across its core functional areas. These efforts include architecting information sharing solutions that help streamline law enforcement processes and procedures at all levels of government.

The challenge

The inability to access information about criminal suspects quickly and accurately is a significant hindrance to law enforcement. Throughout the 1990s, fingerprint cards were still being mailed to the Federal Bureau of Investigation (FBI) for processing, where a semi-automatic system classified the prints and compared them against the 46 million fingerprint cards in the FBI's repository. Because of the scope of this task, many fugitives and hardened criminals were released and fled because their criminal histories were not available prior to their hearings.

In 1999, the FBI began implementing a digitized version of its massive fingerprint database — the Integrated Automated Fingerprint Identification System (IAFIS). This accelerated the booking process as the FBI could search through IAFIS faster. But issues remained. Field agents were still mailing or faxing prints to the FBI. Not all law enforcement agencies could access IAFIS. Most could not share basic booking information — fingerprints, photos and criminal backgrounds — because their legacy IT systems couldn't communicate with each other. And prints in the field were still being processed manually. These shortcomings meant a lengthy booking process, duplicate entries, repeated fingerprint rejections by the FBI due to poor quality, excessive administrative costs and lack of a master federal criminal file that could be updated and accessed in real-time.

The situation

In accordance with Federal mandates, the DOJ coordinates and integrates Department law enforcement activities wherever possible. This includes the introduction of interoperable IT networks for agencies at the Federal, state and local levels. With more than 25,000 criminal fingerprints submitted for identification each business day, the FBI needed to replace its manual, paper-intensive booking process with an automated solution that would:

- › Reduce the time it takes to process prisoners
- › Facilitate rapid identification of individuals under arrest or detention
- › Enable law enforcement organizations to easily share and exchange booking information
- › Reduce the number of fingerprints rejected by the FBI
- › Minimize duplication of data entry by multiple law enforcement agencies
- › Facilitate the creation of a Federal Offender Tracking Program that could be updated in real-time

The solution

Acting as the prime contractor for DOJ, Nortel Government Solutions brought its experience in Infrastructure Engineering, Systems Integration, Enterprise Operations, Information Assurance and biometrics as well as its deep understanding of DOJ's business processes to the challenge. Leveraging its ability to manage the development of a complex system from Concept of Operations through final deployment, Nortel Government Solutions built with DOJ the first automated criminal booking system for all Federal agencies — the nationwide Joint Automated Booking System (JABS).

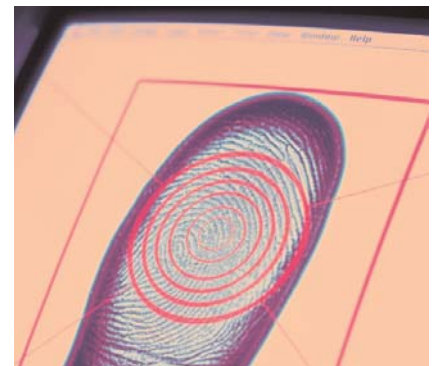
Automating the criminal booking process

Located at a central DOJ data center, JABS is an automated front-end to the FBI's fingerprint repository IAFIS. The most common way users access JABS is through an Automated Booking Station (ABS) that can be quickly and inexpensively set up at any law enforcement booking station in the country.

At an ABS, a field agent — equipped with a laptop or a desktop PC, scanners, a digital camera and printer — collects fingerprints and photos of a subject. This multimedia “package” is sent to JABS via secure e-mail. Upon receipt, JABS authenticates the submission, screens it for fingerprint quality against FBI standards, and compares it to its own master criminal data file. If there's a match, the information in the form of a criminal history is returned to the booking station via e-mail in less than 10 minutes. If there is no match, the package is forwarded to the FBI and queried against IAFIS. If there is an identity match here, a criminal history is e-mailed back to the sender in typically less than two hours. If the suspect's fingerprints are not in IAFIS, a new record is established.

The results

- ▶ **Reduces time to identify individuals from days or weeks to hours or minutes** — By automating the collection of fingerprint, photographic and biographical data, and providing a secure link for transmitting them to IAFIS, JABS significantly reduces suspect identification from days or weeks to minutes.
- ▶ **Eliminates ink and paper for faster processing and virtually no errors** — While the manual booking process often requires anywhere from three to 10 sets of prints, the JABS livescan fingerprint device requires only a single set, reducing criminal processing time by as much as 80 percent. Built-in quality control processes ensure that fingerprint information complies with FBI standards before submission to IAFIS, reducing the number of fingerprints returned as unreadable to nearly zero.
- ▶ **Enables law enforcement agencies to share critical booking information** — JABS maintains a repository of data common to all booking agents, enabling the sharing of data among all participating law enforcement organizations. Investigators can query these fields — such as fingerprints, personal information, physical characteristics, vehicles, known criminal associates, mug shots, etc. — to retrieve possible suspect matches and additional prior booking information.



If there's a match, the information in the form of a criminal history is returned to the booking station via e-mail in less than 10 minutes.

- › **Eliminates multiple data entries** — Different law enforcement departments often investigate and book the same individuals concurrently. Because JABS provides automated links between booking operations, duplicate data entry is eliminated.
- › **Easily interfaces with other agencies' automated systems** — JABS' generic interface makes it easy to connect with other agencies that have developed their own Automated Booking System (ABS). Costs of coming on-line with JABS are further reduced as the government gives the booking station software to Federal law enforcement agencies at no cost.
- › **Enables secure connectivity among participating agencies** — JABS includes comprehensive security functionality to safeguard the sensitive information being shared between the participating agencies and ensure the integrity of the numerous agency interfaces connected.
- › **Lowers costs by reducing the number of booking stations** — JABS' inter-agency booking functionality enables the United States Marshals Service (USMS) to book arrestees for other agencies, thus eliminating the need for every user to have a booking station.

Conclusion

Initially undertaken as a Department of Justice effort among its law enforcement components, JABS now has user agencies residing in four departments of the Executive Branch: Justice, Homeland Security, Defense and Health and Human Services. JABS was recognized as one of nine winners of the 2004 Grace Hopper Government Technology Leadership Award for "its leadership in the innovative application of information technology that breaks down the barriers between offices, agencies and departments, or between federal, state and local governments."

Nortel Government Solutions, a network-centric integrator, is a trusted partner for government to support the livelihood, security, and well-being of its citizens. We deliver a comprehensive portfolio of technology and high-end services capable of meeting the demands of the most complex and important systems in the world. Headquartered in Fairfax, Virginia, Nortel Government Solutions engineers, deploys and manages mission-critical solutions for government, including homeland security, criminal justice and intelligence, defense and civilian agencies within the U.S. Federal Government and at state and local levels.

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